

Franklin County Department of Human Resources **Training & Development**

Christopher L. Walter, SR HR Administrator 373 S. High Street, 25th Floor, Columbus, OH 43215

Trainer: Theresa Ferguson

Trainer: Theresa Ferguson

Trainer: Liz Manns

Phone: 614-525-6224



January - February 2013

Please be sure to include your agency, phone number and email in your registration request. Thank You. training@franklincountyohio.gov







8:30 - 11:30Thursday, January 3

Effective Communication Skills for the Workplace – E219.603

1:00 - 4:00

Communication is a skill that all employees need to master. In this class you will gain an understanding of what your peers are really saying so that you can minimize future problems and uncover opportunities for professional growth.

HR Training Room, 25th Floor, 373 S High St

Thursday, January 3

Ethics - E240.119

Learn about the Ohio Ethics Law, related statutes, and the intent and application of the law as it relates to Franklin County Government.

HR Training Room, 25th Floor, 373 S High St

Tuesday, January 8 Customer Service Connection – E285.111

Public Service Officials are charged with delivering quality services and treating customers with professionalism and respect. This informative workshop will demonstrate how to achieve extraordinary customer relations. You can make a difference! Trainer: Liz Manns

HR Training Room, 25th Floor, 373 S High St

Tuesday, January 8 1:00 - 4:00 Violence in the Workplace - E230.095

This workshop will focus on identifying workplace violence prevention and intervention strategies. Attendees will learn to identify concerning behaviors, develop communication skills to diffuse difficult situations, review resources developed to support workplace violence prevention, and learn how to report concerns.

Meeting Room B, 25th Floor, 373 S High St.

Thursday, January 10 9:00 - 12:00 Sexual Harassment Awareness – E220.118

This workshop discusses the legal definition of sexual harassment, reviews the BOC Anti-Harassment policy, and addresses the employee's rights and responsibilities in working in a discrimination-free Northland Opportunity Center, 1721 Northland Park Ave Trainer: Liz Manns

Thursday, January 10 1:00 – 4:00 Multicultural Awareness - E210.111

Study cultural differences and biases, and learn how to promote better communication with everyone. HR Training Room, 25th Floor, 373 S High St Trainer: Theresa Ferguson

Tuesday, January 15 8:30 – 11:30 Breaking the Cycle of Procrastination – E420.019

Participants will learn how to prioritize assignments, special projects and daily work tasks along with identifying areas of procrastination and learn how to change them.

Trainer: Theresa Ferguson

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HR Training Room, 25th Floor, 373 S High St

Wednesday, January 16 9:00 – 12:00 Communicating Non-Defensively – E256.001

Employees will learn five essential skills that promote a productive work environment and gain a clear understanding of why all people are naturally defensive.

HR Training Room, 25th Floor, 373 S High St

Wednesday, January 16 1:00 - 4:00

Ethics - E240.118

Learn about the Ohio Ethics Law, related statutes, and the intent and application of the law as it relates to Franklin County Government.

HR Training Room, 25th Floor, 373 S High St

Thursday, January 17 8:30 – 11:30

Microsoft Word 2007 - E163.122

Word processing is the use of computers to create, revise and save documents for printing and future retrieval. It will provide you with the basic concepts required to produce basic business documents.

HR Training Room, 25th Floor, 373 S High St

Trainer: Theresa Ferguson

Thursday, January 17 9:00 - 12:00

Understanding and Preventing Compassion Fatigue – S501.902

Compassion fatigue can develop slowly over time in response to serving those in need. The key to a long and satisfying career is to acquire a deeper understanding of Compassion Fatigue and develop a positive resilience. This workshop is an introduction to the topic of compassion fatigue and burnout. Meeting Room B, 25th Floor, 373 S High St Trainer: Liz Manns

Tuesday, January 22 9:00 – 12:00

Assert Yourself: Building Assertive Communication Skills – E258.005

Explore the spectrum of passive, assertive and aggressive behaviors while incorporating proven assertive communication techniques in your workday.

Meeting Room B, 25th Floor, 373 S High St

Wednesday, January 23 8:30-11:30

Microsoft Excel 2007 - E164.011

This class introduces the basic features of Microsoft Excel 2007. Engage in hands-on-learning to enter and edit data, formulas, and page setup.

HR Training Room, 25th Floor, 373 S High St

Tuesday, January 24 9:00 – 12:00

Customer Service Connection - E285.110

Public Service Officials are charged with delivering quality services and treating customers with professionalism and respect. This informative workshop will demonstrate how to achieve extraordinary customer relations. You can make a difference!

Northland Opportunity Center, 1721 Northland Park Ave Trainer: Theresa Ferguson

Thursday, January 24 1:00 - 4:00**Excel Basics for Supervisors** – E164.501

Microsoft Excel is chock full of features that can help support supervisors work objectives—and this workshop will highlight them. If you wish to learn features on Excel such as data entry, manipulation and presentation, working with lists, filtering & sorting and creating basic charts then this is the class

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HR Training Room, 25th Floor, 373 S High St

Tuesday, January 29 1:00 - 4:00 Multicultural Awareness – E210.112

Study cultural differences and biases, and learn how to promote better communication with everyone. HR Training Room, 25th Floor, 373 S High St Trainer: Liz Manns

Tuesday, January 29 1:00 - 4:00 Customer Service Connection - E285.112

Public Service Officials are charged with delivering quality services and treating customers with professionalism and respect. This informative workshop will demonstrate how to achieve extraordinary customer relations. You can make a difference! Trainer: Theresa Ferguson

Meeting Room B, 25th Floor, 373 S High St

8:30 - 11:30Thursday, January 30 Supervisor Refresher (A, B) - S212.503

This course will prepare managers and supervisors to be successful and effective. Topics include: Conflict Management/Dealing with Challenging Employees, Motivating Staff, Coping with Change, Leadership, Professionalism, Decision Making/Empowerment, FMLA, Discipline, and Performance review.

HR Training Room, 25th Floor, 373 S High St

Thursday, January 31 1:00 - 4:00

Violence and Safety in the Workplace - E230.096

This workshop will focus on identifying workplace violence prevention and intervention strategies. Attendees will learn to identify concerning behaviors, develop communication skills to diffuse difficult situations, review resources developed to support workplace violence prevention, and learn how to report concerns.

HR Training Room, 25th Floor, 373 S High St

Thursday, January 31 1:00 - 4:00 Sexual Harassment Awareness - E220.117

This workshop discusses the legal definition of sexual harassment, reviews the BOC Anti-Harassment policy, and addresses the employee's rights and responsibilities in working in a discrimination-free environment.

Meeting Room B, 25th Floor, 373 S High St

Tuesday, February 5 8:30 - 11:30

Supervisor Spotlight: Supervisor Documentation – S281.008

Get equipped with the tools needed to create effective, thorough and defensible documentation. This informative workshop will show you how documentation can be used to improve employee performance and provide the necessary evidence to support performance appraisals, promotions, demotions, disciplinary actions and terminations.

HR Training Room, 25th Floor, 373 S High St

Wednesday, February 6 9:00 - 12:00

The Seven Habits of Highly Effective Supervisors – S304.001

The 7 Habits can not only help you to better manage yourself, but learn to lead others and unleash team potential. Attend this workshop and discover the principles that will lead you to success. HR Training Room, 25th Floor, 373 S High St Trainer: Liz Manns

Thursday, February 7 8:30 - 1:30

CPR/First Aide/AED - E603.001

Get the knowledge and skills needed to help sustain life until advanced medical help arrives-Red Cross Certification for First Aid/CPR/AED.

Meeting Room B, 25th Floor, 373 S High St Trainer: Theresa Ferguson

Thursday, February 7 1:00 – 3:30

\P Zero Tolerance Sexual Harassment for Supervisors – S520.111

Supervisors are crucial to the well being of their organization and bear a heightened obligation to prevent and eliminate workplace harassment and sexual harassment. Learn how to create and maintain a working environment that is free of harassment.

Trainer: Liz Manns

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Trainer: Theresa Ferguson

Northland Opportunity Center, 1721 Northland Park Ave

Tuesday, February 12 8:30 – 11:30

Supervisor Spotlight: Employee Morale - S283.121

Equip yourself with proven methods and cost-conscious ways to improve employee morale. Explore the dynamics of morale and its effects on productivity, attendance, customer service and other important areas, and discover morale boosters and performance pick-me-ups to motivate employees. HR Training Room, 25th Floor, 373 S High St Trainer: Theresa Ferguson

Tuesday, February 12 9:00 – 12:00

Communicating Through Your Attitude for Supervisors – S392.001

In this training session, you will learn that nothing will affect your relationship with the people you supervise more than your consistent – and visible – attitude. Your attitude sets the pace and the tone for everyone you work with, especially your staff.

HR Training Room, 25th Floor, 373 S High St

Wednesday, February 13 9:00 – 12:00

Setting Customer Service Standards for Supervisors – S393.001

Putting people first means ensuring that County employees provide the highest quality service possible to the citizens of Franklin County. Join your peers in this informative workshop and help set the standard of quality for services provided to the public.

HR Training Room, 25th Floor, 373 S High St

Thursday, February 14 8:30 – 11:30

Managing Conflict Resolution – S320.025

The role of the leader is to manage conflict. This workshop will show you how to achieve resolution to problems with a win-win approach.

HR Training Room, 25th Floor, 373 S High St

Tuesday, February, 19 1:00 - 3:30 Talking From 9 to 5 - E415.002

This workshop will have a dramatic impact on those who are struggling with co-workers, jobs, and organizations—and will help individuals as well as agencies thrive in a working world made up of increasingly diverse work forces and ever more competitive work environments. Participants will be introduced to the "gender differences "research of Dr. Deborah Tannen as we explore how women's and men's conversational styles affects who gets heard, who gets credit, and what gets done at work. HR Training Room, 25th Floor, 373 S High St Trainer: Liz Manns

Wednesday, February 20 8:30 - 11:30

Supervisor Spotlight: Power-Up Performance – S280.004

Learn how to Power-Up your employees' productivity and motivational levels.

Meeting Room B, 25th Floor, 373 S High St Trainer: Theresa Ferguson

Wednesday, February 20 9:00 - 12:00

Supervisor Checklists: Organize Your Unit Meetings - \$394.001

This workshop offers supervisors strategies for planning a meeting by incorporating elements of administrative, educational, and supportive supervision. Participants will create a template designed to make their next unit meeting productive and enjoyable.

Trainer: Liz Manns

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HR Training Room, 25th Floor, 373 S High St

Thursday, February 21 8:30 – 11:30 Managing and Adapting to Change – S311.021

Based on the writings of William Bridges, PhD., this one-day workshop will help you understand the difficulties employees face with change in the workplace and in their person lives.

Meeting Room B, 25th Floor, 373 S High St Trainer: Theresa Ferguson

Thursday, February 21 9:00 – 12:00

The Supervisor as a Team Builder – S395.001

The more employees learn to rely on each other and work together to solve problems, the better their leadership skills become, and the less they depend on the supervisor to do things for them. An essential part of team building is helping your employees develop their own skills in these areas. This workshop will teach you those skills.

HR Training Room, 25^{th} Floor, 373 S High St

Tuesday, February 26 8:30 – 11:30

Employee Orientation - How to Orientate New Employees - S391.002

Effectively orienting new employees into the workforce and to their positions is critical to establishing successful, productive working relationships. The employee's first interactions with you should create a positive impression of your department. The time you spend planning for the new person's first days and weeks on the job will greatly increase the chance for a successful Meeting Room B, 25th Floor, 373 S High St

Trainer: Theresa Ferguson

Tuesday, February 26 9:00 – 12:00

Walk the Line: Steps Toward Being a Great Boss – \$396.001

The higher you rise up the corporate ladder, the more doing your job effectively means acting like a CEO -- even if you're a new supervisor. Attend this workshop to refresh your perspective of what it takes to be a Great Boss.

HR Training Room, 25th Floor, 373 S High St

Wednesday, February 27 8:30 - 11:30

Effective Teamwork - Creating Successful Teams in the Workplace - S305.006

Build effective teams that impact the workplace and watch your performance and productivity improve.

HR Training Room, 25th Floor, 373 S High St

Thursday, February 28 8:30 – 11:30 Managing Challenging Behaviors – S255.011

The constant demonstration of challenging behaviors from an employee can render the work environment toxic. This informative workshop takes a realistic look at toxic behaviors, identifies their impacts and introduces effective strategies to eliminate them from the work team. During this class, you will: Identify common types of toxic behaviors, Explore effective detoxification strategies, and Practice proven techniques to handle toxic behaviors.

Trainer: Theresa Ferguson

Trainer: Liz Manns

Trainer: Bruce Kay

Meeting Room B, 25th Floor, 373 S High St

Thursday, February 28 1:00 - 4:00

Fitness for All Seasons - E475.111

This workshop will teach participants the importance of maintaining a healthy outlook and lifestyle as it relates to work performance. During the class participants will create ways to incorporate movement in their workstations to stay flexible throughout the day. Let's decrease stress and increase energy and productivity.

HR Training Room, 25th Floor, 373 S High St

RISK MANAGEMENT TRAINING

To register for the below classes please contact the below:

Colleen Spears-Elliot: crspears@franklincountyohio.gov or 614-525-4520

Bruce Kay: bwkay@franklincountyohio.gov or 614-525-2782

Friday, January 18 8:30 - 10:00

The Body Mechanics of Lifting

Back injuries are a leading cause of severe disabilities and by learning the forces involved in lifting, you too can prevent a back injury. This training will focus on proper lifting and storage techniques for back injury prevention.

HR Training Room, 25th Floor, 373 S High St

Friday, January 25 8:30 - 10:00

Hazard Communication

HAZCOM is the communication of chemical safety in the workplace. Learn about the hazards of chemical usage and readily accessible safety data sheets (SDS) for employees, the many forms of exposure and how to protect yourself, chemical packaging and labeling. This class covers the GLOBALLY HARMONIZED SYSTEM (GHS) that goes into effect December 2013.

HR Training Room, 25th Floor, 373 S High St Trainer: Colleen Spears-Elliot

Friday, February 8 8:30 – 10:00 Recommended Ergonomic Practices

This course is designed for anyone who works at a computer and demonstrates how to set up your workstation to prevent and eliminate muscle strains and overexertion. You will explore the concept of a 'neutral posture" to meet your body's specific needs and includes tips on reducing glare.

HR Training Room, 25th Floor, 373 S High St

Trainer: Colleen Spears-Elliot

Friday, February 15 8:30 – 10:00 General Office Safety

Safety on the job is a top priority no matter where you work, and office spaces are no different. Learn how to identify common safety hazards in your office environment and prevent them from becoming severe injuries to you and your coworkers.

HR Training Room, 25th Floor, 373 S High St

Trainer: Bruce Kay